

PRICING FOR SILVERCLOUD DIGITAL MENTAL HEALTH PLATFORM

SilverCloud platform is delivered as Software-as-a-Service via a fixed annual subscription ('Platform Licence'). The annual Platform Licence is calculated based on the total population covered ('per capita'), such as registered patients, referrals or geographical population, according to the following pricing table:

Lower	Upper	Price per capita	Top of tier
2,001	7,500	6.26	£46,925
7,501	17,500	4.99	£96,825
17,501	25,000	3.99	£126,750
25,001	50,000	3.99	£226,500
50,001	100,000	3.99	£426,000
100,001	Onwards	POA	-

Notes:

1. There is a minimum order size depending on the type of service (IAPT, Mental Health Trust, Clinical Commissioning Group, Integrated Care System and Sustainability and Transformation Partnership), please contact us for more information.

2. Population is defined as those that are served within the boundaries of the purchasing organisation. For example, the population registered within a named Clinical Commissioning Groups (CCGs).

3. Usage is unlimited and unrestricted for the population covered and allows for a 10% increase in any given period. Should the total number of referrals increase by more than 10% during the contract period then a new licence fee will be negotiated at similar per capita rate based for the remaining term.

4. Software-as-a-Service is 'all inclusive' and provides:

a) Access to all programmes contained within the SilverCloud platform for the duration of the contract, including but not limited to:

- Space for depression
- Obsessive Compulsive Disorder
- Space for Mindfulness
- Space for resilience
- Space from depression and anxiety
- Managing your health
- Space in MS from depression
- Space in Rheumatoid Arthritis from depression
- Space from CHD
- Space from chronic pain

- Space for Anxiety
- Space from GAD
- Space from health anxiety
- Space from panic
- Space from phobia
- Space from social anxiety
- Space for positive body image
- Space for sleep
- Space from COPD
- Space from diabetes
- Unlockable modules to include: self-esteem, dealing with grief, anger management, employment support, relaxation, communication and relationships

- b) The availability of programmes is subject to change, the addition or removal of programmes during the contract will not have an impact on the Platform Licence. For the avoidance of doubt, there are no refunds or discounts for the removal of programmes nor are there any charges payable for additional ones being made available during the lifetime of the contract;
- c) Access to both patient and professional ("Supporter") portals and use of all functionality within them.
- d) Implementation of the self-sign-portal for all services covered by the Call-Off Contract
- e) Training for staff in use of the SilverCloud platform at a fair and reasonable frequency and duration that is reflective of the services detailed in 2., up to an including one face-to-face training and/or one online training session per quarter per customer.
- f) Unrestricted access and use of online training programme.
- g) Set-up and configuration of SilverCloud platform for each service covered in the Call-Off Contract
- h) Use of APIs and single-sign on technology and support to use them.
- i) Technical support and helpdesk.
- j) All hosting and infrastructure requirements for delivery of a cloud-based solution.
- k) Project management support from SilverCloud via a named Success Team member.
- l) Service review per quarter for the customer as detailed in the Call-Off Contract
- m) A product review meeting to discuss usage and platform.
- n) Access to standard marketing templates for localisation by the services covered in the Call-Off Contract

Definitions:

'Customer' means the named organisation in the Call-Off Contract that may cover multiple services

'Services' means all the teams and NHS services utilising the platform on behalf of the Customer